

**By:** Graham Gibbens, Cabinet Member for Adult Social Care and Public Health  
Penny Southern, Corporate Director of Adult Social Care and Health

**To:** Adult Social Care and Health Cabinet Committee – 27 September 2018

**Decision Number:** 18/00042

**Subject:** **LOCAL ACCOUNT FOR KENT ADULT SOCIAL CARE (APRIL 2017 – MARCH 2018)**

**Classification:** Unrestricted

**Previous Pathway of Paper:** Adult Social Care and Health Directorate Management Team – 22 August 2018

**Future Pathway of Paper:** Cabinet Member decision

**Electoral Divisions:** All

**Summary:** This report provides the Adult Social Care Cabinet Committee with an update on the development of the Local Account for Adult Social Care (April 2017 – March 2018). The report summarises engagement activities undertaken to date across Adult Social Care and outlines how user engagement feedback from these activities has informed the development of the Local Account for 2017-2018.

**Recommendation:** The Adult Social Care Cabinet Committee is asked to **CONSIDER** the Local Account document– ‘Here for you, how did we do?’ (April 2017 – March 2018) (attached as Appendix 1) and **ENDORSE** this as the final version.

## 1. Introduction

- 1.1 Adult Social Care Services at both a local and national level are currently being delivered against a backdrop of ongoing challenging financial constraint, a population that is living longer with associated increasing complex care needs and people wanting better quality and choice in the services they use.
- 1.2 There is also greater emphasis on Councils to work collaboratively to improve performance and outcomes for people and to deliver joint services with the NHS and other partners.
- 1.3 In the past, the Care Quality Commission (CQC) used to assess how well Local Authorities were performing in Adult Social Care. They no longer do this, and as part of national changes, all Local Authorities are now asked to produce a document in partnership with their residents to enable them to hold the

authority to account. As a result, the annual report for Adult Social Care in Kent - **'Here for you, how did we do?'** has been produced.

- 1.4 The Local Account, **'Here for you, how did we do?' April 2017 - March 2018** describes the achievements, improvements and challenges faced by Kent Adult Social Care during the past year as we have continued to transform our services. It also sets out our vision for the future and provides updates on the key issues that people have told us are important to them.
- 1.5 It is an important way in which people can challenge and hold us to account and this is the seventh year that it has been developed in partnership with people who use our services, their carers, voluntary organisations and service providers as well as Members, District and Borough Councils and our staff.

## **2. Development of the Local Account**

- 2.1 A key ongoing challenge for the Council is to ensure that people continue to be at the centre of the care they receive and that we actively engage with our service users, their carers, voluntary organisations, our partners, service providers and our staff as part of the ongoing development of our service provision.
- 2.2 We need to ensure that we continue to deliver cost effective Adult Social Care Services not only in line with our strategy for Adult Social Care "Your Life, Your Wellbeing" and our strategic statement – "Increasing Opportunities, Improving Outcomes", as well as through effective Strategic Commissioning and in conjunction with the Care Act and sector led service improvement which places important emphasis on engaging with and listening to our customers.
- 2.3 Whilst user engagement activity is already carried out across the Adult Social Care and Health Directorate, the ongoing development of the Local Account provides further opportunity for us to listen to, work with and take action on what our customers are telling us about our service provision enabling us to work collaboratively with people in Kent to deliver sustainable Adult Social Care Services now and for the future.
- 2.4 There is also a strong link between effective service user engagement and the 'Think Local, Act Personal (TLAP) and 'Making it Real' agenda which is focused on enabling people to have more choice and control to live full and independent lives.

## **3. User Engagement Activity to inform the Local Account**

- 3.1 There are several forums, boards and partnerships already in place across the Adult Social Care and Health Directorate and work has been undertaken to link into or utilise these to inform the Local Account.
- 3.2 The easy read version of the Local Account from last year was posted on the Kent Learning Disability Partnership website together with an easy read cover letter and tailored commentary to encourage feedback. The Local Account has

also been distributed widely and has been sent to all Kent Libraries, Gateways, Clinical Commissioning Groups, Parish Councils and over 170 Patient Participation Groups to increase awareness, particularly across Health.

- 3.3 The Local Account video that was developed in 2016/17 to enable people to review the Local Account and its content without having to read it has continued to be utilised. This is available for people to watch on the Kent County Council website and can be viewed with subtitles for those people with hearing difficulties.
- 3.4 The video incorporates an introduction to the Local Account and the ways in which people can provide feedback. The animation has also been designed to encourage people to tell us what they think of the Adult Social Care services we provide, and our ongoing transformation plans for the future.
- 3.5 There are a number of forums and groups across Kent that support and provide a voice for vulnerable adults and links to these have continued to be developed. Presentations on user involvement and the Local Account have been delivered to carers and to the pilot Peoples' Panel established in conjunction with Healthwatch Kent. The Local Account has also been shared with the Kent Physical Disability Forum and the Older Persons Forums.
- 3.6 An Adult Social Care User Engagement database containing over 1,600 active contacts has continued to be developed. All contacts within the database have received a copy of the previous version of the Local Account in the most appropriate format – e-version, easy read, standard edition or plain text requesting feedback. The database will be utilised again for the current version. Where possible (and if appropriate), the Local Account has been distributed electronically to minimise printing costs.
- 3.7 Additionally, the database, which is General Data Protection Regulation (GDPR) compliant has been used to provide suggested user engagement contacts to help gather insights to inform service developments, i.e. with 18 to 24 year olds who have issues with drugs and alcohol and from sensory (Deaf/Visually Impaired/Deafblind) clients to support work being undertaken by the Sensory Services team.
- 3.8 Ongoing communication to Adult Social Care staff promoting the Local Account and the importance of feedback has been developed, including features in Transformation Newsletters and regular web-based updates.
- 3.9 An informal briefing for all members of the Adult Social Care Cabinet Committee was held on 11 September 2018.

#### **4. Financial Implications**

- 4.1 A key objective when developing the brochure and our user engagement approach has been the consideration of how to enhance value for money utilising wherever possible existing forums or approaches already in place

across the Adult Social Care and Health Directorate or working in conjunction with existing partners to minimise costs.

- 4.2 There will be a cost implication in the production and distribution of the Local Account; however, these will be managed within the budget planning forecasts.

## 5. Legal Implications

- 5.1 There are no legal implications associated with this report.

## 6. Equality Implications

- 6.1 There are no equality implications associated with this report.

## 7. Future Publication, Distribution and Feedback

- 7.1 The final document will be ready for publication in late October 2018 and will be distributed as widely as possible to give everyone the chance to read it, challenge our approach, ask questions and feedback their views.
- 7.2 All contacts within the User Engagement database (1,600+) will receive a copy in the most appropriate format – e-version, easy read, standard edition or plain text requesting their feedback. Where possible (and if appropriate), the Local Account will also be distributed electronically to minimise printing costs. Hard copies will also be distributed to public accessible social care locations, i.e. Libraries, Gateways, Day Centres, Patient Participation Groups, Parish Councils.
- 7.3 An easy read version of the Local Account will be developed and posted on the Kent Learning Disability Partnership website together with an easy read cover letter and tailored commentary to encourage feedback.
- 7.4 There are already existing feedback mechanisms in place, including through the Kent County Council website, twitter, email, post and phone. Feedback from these as well as user engagement at forums and other events will continue to be used in the development of the next document.
- 7.5 Service users, carers, the voluntary sector, providers, Members, Healthwatch Kent and our staff will continue to be encouraged to play a part in the evaluation and ongoing development of the Local Account.

## 8. Recommendations

- 8.1 Recommendation: The Adult Social Care Cabinet Committee is asked to **CONSIDER** the Local Account document– ‘Here for you, how did we do?’ (April 2017 – March 2018) (attached as Appendix 1) and **ENDORSE** this as the final version.

## 9. Background Documents

Increasing Opportunities, Improving Outcomes, Kent County Council's Strategic Statement 2015-2010

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/increasing-opportunities-improving-outcomes>

Your life. Your well-being, a vision and strategy for Adult Social Care 2016-2021

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/adult-social-care-policies/your-life-your-wellbeing>

Care Act 2014

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/adult-social-care-policies/care-act>

Think Local, Act Personal 2011

<https://www.thinklocalactpersonal.org.uk/Browse/ThinkLocalActPersonal/>

Local Account 'Here for you, how did we do?' April 2016 - March 2017

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/adult-social-care-policies/local-account-for-adult-social-care>

## 10. Report Author

Toni Easdown

Project Officer, Performance and Information Management

03000 418179

[toni.easdown@kent.gov.uk](mailto:toni.easdown@kent.gov.uk)

### Lead Officer

Steph Smith

Head of Performance and Information Management

03000 415501

[steph.smith@kent.gov.uk](mailto:steph.smith@kent.gov.uk)

### Lead Director

Penny Southern

Corporate Director of Adult Social Care and Health

03000 415505

[penny.southern@kent.gov.uk](mailto:penny.southern@kent.gov.uk)